The Information Technology Services Division (ITSD) is responsible for providing information technology services to executive branch departments.

Services include:
- Business continuity planning
- Cyber security
- Data management and database support
- Email services
- Help desk and desktop support
- Internet service provider and support
- State Data Center
- Telecommunications network
- Web, mainframe and other communication platform and application development and maintenance

In addition, other 2011 Top Statewide IT Initiatives include:
- Cyber security
- Data center consolidations
- Disaster recovery site and system
- Expansion of citizen engagement via interactive social media, online services, email, as well as enhanced portals such as MoGov
- Green initiatives to reduce the state's carbon footprint
- IT workforce recruitment and retention
- *MoBroadbandNow* public-private partnership
- Modernization of aging legacy systems and processes
- Network and telecommunications: Unified Communications (UC) initiative
- *Stimulus 360* system for tracking and reporting of state's income and expenditures related to the federal American Recovery and Reinvestment Act (ARRA) of 2009
- Transparency via online web services, applications and portals such as the Missouri Accountability Portal (MAP) (http://mapyourtaxes.mo.gov/MAP/Portal)

Office of Administration

Information Technology Services Division (ITSD)

Doug Young,
    Chief Information Officer

301 W. High Street
Truman Building, Room 280

Phone: 573.526.7746
Fax: 573.751.0132
E-mail: Doug.Young@oa.mo.gov
www.mo.gov

Information Technology Services Division

Mission

*To support, provide and inspire innovative technology solutions for State of Missouri departments and agencies - with **transparency, timeliness, and efficiency** as guiding values in transforming the way we operate and deliver government services to Missourians.*

ITSD directly supports the following executive offices and state agencies:

~ Agriculture
~ Corrections
~ Economic Development
~ Elementary & Secondary Education
~ Governor's Office
~ Health & Senior Services
~ Higher Education
~ Insurance, Financial Institutions & Professional Registration
~ Labor & Industrial Relations
~ Lieutenant Governor's Office
~ Mental Health
~ Natural Resources
~ Office of Administration
~ Public Safety
~ Revenue
~ Social Services

Agriculture: electronic processing of **72,939** inspections to ensure regulations and standards are being adhered to by Missouri's agricultural producers.

Corrections: Offender Web Search, an internet-based information retrieval system that displays information about offenders supervised by DOC, experienced **1,509,460** hits on the system; processed **85,468** event notifications via the Law Enforcement Notification System (LENS) to **3,819** Law Enforcement Agency users; processed **9,429,616** requests and **1,271,896** matches via the HIT System, a direct data link between the Missouri State Highway Patrol and the DOC.

Economic Development: 220,508 positions created on *MissouriCareerSource.gov* (MCS), with **7.2 million** visits and **82.7 million** pages viewed on the website; **4.3 million** job referrals hosted via the online toolbox feature.

Elementary & Secondary Education: 21,053 educators certificated and/or had their certificates renewed or upgraded online.

Health & Senior Services: data systems provided Women, Infants and Children (WIC) services to approximately **140,851** Missouri citizens, recorded approximately **1,221,941** immunizations, and registered **71,744** new birth records for Missouri citizens.

Higher Education: 49,228 students with their online submission and receipt of nearly **$83 million** in disbursements for the Access Missouri scholarship program; **7,730** students with their online submission and receipt of nearly **$15 million** in disbursements for the Bright Flight scholarship program; and **182** students with their online submission and receipt of nearly **$397,000** in disbursements for the Marguerite Ross-Barnett scholarship program.*

Figures representative of the 09-10 academic year.

Insurance, Financial Institutions & Professional Registration: licensed or renewed **203** Domestic Insurance Companies, **1,565** Non-domestic Insurance Companies, **59,561** Licensed Insurance Producers of which **41,693** were completed on-line, and **422,412** Licensed Professionals of which **52,307** were completed on-line.

Labor & Industrial Relations: unemployment insurance system processed **7,179,000** weeks of unemployment, and paid **$1.9 billion** in unemployment benefits; **102,667** first reports of injury filed in the AICS, Workers' Compensation System.

Mental Health: web-based system allowed the management and tracking of services and billing for **127,404** active consumers; entry of **5.3 million** services resulting in **3.9 million** claims and **$648 million** in billing.

Natural Resources: Missouri Clean Waste Information System (MoCWIS) enabled management of more than **14,000** water pollution permits, with more than **70%** of permits created from time-saving automated invoice and billing interfaces.

Public Safety: grants management system processed **$30.5 million** dollars annually between the Criminal Justice/Law Enforcement, Juvenile Justice, and Crime Victims Services' programs.

Revenue: automation of Individual and Sales Tax Liens/ Administrative Judgments allowed DOR to better collect monies owed (**44,928** Individual Tax liens totaling **$3,831,237.89**; **16,527** Sales Tax liens totaling **$273,198.65**; and **8,584** Withholding Tax A.J.'s totaling **$19,476.56**).

Automation enabled Missouri to participate in *National Motor Vehicle Title Information System (NMVTIS),* providing additional protection for citizens of Missouri in that vehicle information is shared between states and allows vehicle information obtained in one state to be carried forward to another (almost **13 million** titles sent on initial load – with an average of **6,000** titles sent daily).

Social Services: processed child support payments to **132,281** custodial parents via an electronic payment card; energy assistance payments to **124,013** households totaling more than **$31 million**; temporary assistance eligibility and payments to **67,587** households totaling **$108 million**; food stamp eligibility and issued to **555,563** households totaling **$1.268 billion**; and Missouri HealthNet (Medicaid) benefits to **1,159,689** individuals.

State Highway Patrol: processed **79 million** input queries through the Missouri Uniform Law Enforcement System (MULES). The total MULES transactions processed exceeded **158 million**. This number represented continuous 24-hour service to more than **2,885** law enforcement agencies across the state.

State of Missouri
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